Change of Technical Support contact information on product materials

Affected product groups

- CliniMACS® Instruments
- CliniMACS® Consumables and Accessories
- CliniMACS® Reagents
- MACS® GMP Products
- CryoMACS® Products
- Clinical flow cytometry reagents
- MACS® ART Annexin V
- TheraSorb® Products

Category of change: Change of labelling

Current State: Currently, the Technical Support contact information includes phone, email and fax information.

The email addresses in use are:
- macstec@milenyiibiotec.de (Tech Support Cell Sep and Clinical teams)
- mqsupport@milenyiibiotec.de (Tech Support Flow team)
- macs@milenyiibiotec.com.au (contact MB Australia)

The phone numbers in use are:
- +49 2204 8306 0 (Reception team)
- +49 3996 158 0 (Reception team)
- +49 2204 8306 830 (Tech Support Cell Sep team)
- +49 2204 8306 8600 (Tech Support Flow team)
- +49 2204 8306 8484 (Tech Support Clinical team)
- +49 2204 8306 80 (Tech Support Clinical team 24/5)
- +49 3996 158 258 (TheraSorb team)
- 800 FOR MACS (+1 800 367 6227 / US Tech Support team)
- +1 530 888 8871 (US number)

The fax numbers in use are:
- +49 2204 85197
- +49 3996 158 222
- +49 2204 8306 89
- +1 530 888 8925

Websites used:
- www.milenyiibiotec.com
- www.milenyiibiotec.com/support
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Planned change: The following changes of the Miltenyi Biotec Technical Support information have to be performed:

Phone number:
For Therasorb products, phone numbers will all be replaced with the number: +49 2204 8306 3802 (available 24h/7days).
For all other products, phone numbers will all be replaced with the number: +49 2204 8306 3803 (available 24h/5days)

Email addresses will all be replaced with: technica lsupport@miltenyi.com

Fax numbers will no longer be listed.

Website: www.miltenyibiotec.com

It is not mandatory for all labeling materials of a single product to be adapted simultaneously: products can be released with mixed labels.

The revision of the labeling materials will be performed during the next revision in plan.

Justification/ Evaluation:
The change has no influence on the product specifications and the release criteria of the mentioned product groups.
The change is performed in order to increase customer satisfaction by establishing a single point of contact for support. All current phone numbers in use will be replaced by a single number which is free of charge.

There is no change of raw material or manufacturing process. Therefore no impact on the performance, quality and safety of the affected product could be identified.

Estimated Implementation
Q3/2021

Please share, if applicable, this information with relevant staff in your organization.
If there are any further question, do not hesitate to contact us.

Manager QA Audit/Customer/Supplier
Miltenyi Biotec B.V. & Co.KG